AIRPORT BEACON

A publication of Muskegon County Airport

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Questions, Comments, Suggestions?
Submit to:
Muskegon County Airport
99 Sinclair Drive
Muskegon, MI 49441
Phone: 231-798-4596, Fax: 231-798-7728
homanpa@co.muskegon.mi.us

Back row from left: Michele, Grinell, Kim, Debbie
Front row from left: Laura, Paula, Liz, Sarah

Thank you to the Delta/Northwest/Mesaba Team for their many years of service at Muskegon County Airport.

Continuing with SkyWest are:
Kim, Laura, Michelle, and Grinnell.

It is so much easier to check in here. Everyone is so helpful. I don't know why anyone would go anywhere else.
Passenger Comment - EK

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www.muskegonairport.com

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From the Airport Manager

In an era when airlines are becoming more entrenched in their core cities and reducing capacity across the globe, it is a rare occurrence when an airport can announce improved access to the air transportation system. This is especially true for smaller airports. Service cuts tend to start at smaller airports where the effect is much more pronounced than at a larger airport. However, after nearly a year of negotiations with numerous airlines to improve airline service for residents in the area, Muskegon County Airport gladly welcomes SkyWest Airlines, operating under the United Airlines name, providing daily jet service to Chicago O'Hare.

Not only will Muskegon see a 52% increase in the number of available seats, those seats will now be on 50-seat regional jets instead of the usual turboprop. As if that is not enough, O'Hare offers approximately 25% more cities than Delta does through Detroit. So while most cities across the nation are dealing with less available seats and reduced service, Muskegon County Airport is excited to see our service improve immensely.

What about air fares? Do you think air fares from Muskegon are too high? During the course of 2009, that assumption was often true because of our lack of available seats. But with the 50-seat aircraft, the lower tier seats will not sell out as quickly, giving everyone an opportunity to fly from Muskegon for the same price, if not lower, than from other Michigan airports. Since we can not evaluate every possible city pair, we ask that you let us know if you find Muskegon priced higher than another airport. If seats are available, we can usually help and save you the hassle of driving to another airport. Don't forget to look at the big picture and consider the parking, mileage, time, and convenience into your final cost.

While we are truly disappointed with Delta's decision to leave the market, we were able to turn the misfortune into a windfall and secure service back to O'Hare for the first time since 2002. Now it is up to you…Always Check Muskegon First! Thank you for Flying Muskegon and keeping your money local.

UNITED EXPRESS
Operated by SkyWest

1-800-864-8331
www.united.com

Candid Travel Tips

by Dianne Hoofman (enjoy!)

1. Schedules vary and pricing will be different depending on loads, dates, timing and the number of dandelions per square foot in your yard. Don't grind your teeth down from stress, let your local Travel Agent help you.

2. Low fares are like memory…..they're the first to go! You really do lose if you snooze…so if you know you're going, book it early!

3. I have no favorite website. I like www.kayak.com to start then I branch off to www.orbitz.com, www.united.com, etc.

4. The dollars you spend for parking and the ones you spend for your ticket all have George's face on them, so unless you're really bad at math you should include ALL of the George's in the price of your travel…hot math tip - parking at MKG is WAY less!

5. If you really like someone and you ask them out and they can't make it, do you give up? Of course not! Don't give up on us either! Always check MKG for your travel, most times you will find us the best "date" available!

6. Check-in online and pay for your luggage in advance.

7. Have you ever seen someone trying to cram an oversize carry-on into the overhead bin while the rest of the passengers roll their eyes? Then the flight attendant takes it from them and makes them check it anyway. Don't be that person. Make sure your carry-on bags fit the box the airlines provide for a guide at check in.

8. Baggage charges for elite status members are waived for ALL travelers in the SAME record. That can be a nice savings.

9. Our gate agents are very nice local people who are doing their best to help you. They don't make the rules for the airlines, but one rule always applies- The Golden Rule!…..Do unto others….

Great service from all employees!
Wonderful attitude, even at 5:30 am.
Passenger Comment - JK

DELTA SKYMILES → UNITED Mileage Plus

United Elite Status Match

Elite status match is now available. If you are Silver Medallion on Delta, you will be matched at Premier with United. If you are Gold, Platinum or Diamond Medallion, you will be matched at Premier Executive.

Email premiermatch@united.com or FAX 605-341-6140. Subject: 2010 Mileage Plus Elite Status Match. Include your DL#, UA# (apply for one if you don't already have one) and your most recent DL statement.

Allow 7-10 days for processing. You will receive elite matched status in Mileage Plus for a 90 day period. During this 90 day period, you must complete a specific amount of paid qualifying miles on United or United Express to retain the elevated status.

The specific amount of paid qualifying miles or segments are as follows:

Premier = 7,500 Flight Miles or 10 Flight Segments

Premier Executive = 15,000 Flight Miles or 20 Flight Segments

Because your 90 day qualifying period begins as soon as the match is made, you should actually apply only a couple weeks before your first United flight.

Kick start the new year with 30,000 miles - enough for a free ticket.* Visit www.united.com for details.

**Additional taxes and fees apply.*

UNITED Mileage Plus

Thanks for providing internet at no cost. Flying from MKG is easy and convenient.
Passenger Comment - DH

Sometimes one way is all you need. For times like that, we're now offering One-Way Awards. For half the miles of a roundtrip award (starting at 12,500 miles for a domestic Saver Award), you can fly one way on United- or United Express-operated flights.

Stretch those miles. Low on miles? Or just looking to get more out of your miles? With Miles & Money Awards, you can book a roundtrip award for fewer miles by making up the difference in cash. You could, for example, fly roundtrip for 10,000 miles + $100.

United Airlines and its Partners are members of the STAR ALLIANCE network. Together, they offer convenient and comfortable travel to almost any destination in the world.

- ADRIA
- AIR CANADA
- AIR CHINA
- AIR NEW ZEALAND
- ANA
- ASIANA AIRLINES
- Austrian
- Blue1
- bmi
- brussels airlines
- Continental Airlines
- CROATIA AIRLINES
- EGYPTAIR
- LOT POLISH AIRLINES
- Lufthansa
- Scandinavian Airlines
- SHANGHAI AIRLINES
- SINGAPORE AIRLINES
- SOUTH AFRICAN AIRWAYS
- Spanair
- TAP PORTUGAL
- swiss
- THAI
- TURKISH AIRLINES
- UNITED
- US AIRWAYS

Baggage Information

U.S./Canada checked baggage

First and second bag fees for domestic travel (each way) when paid at the airport are as follows:

If you purchased your ticket(s) ...	Then the following fees will apply for bags checked at the airport	
	First Bag	Second Bag
Before January 14, 2010	$20	$30
On or after January 14, 2010	$25	$35

Save time and money by paying your baggage fees online before you go.

Carry-on baggage policies for all United travel

For worldwide travel on any United or United Express flight, you may carry on one bag and one personal item such as a purse, briefcase or laptop computer. Your carry-on bag...

- must fit under your seat or in the overhead bin
- should not be more than 9 x 14 x 22 inches

Complete details can be found on www.united.com.

To view a list of prohibited items, go to www.tsa.gov

Did you know ... If you don't want to use your Delta frequent flyer miles for an airline ticket, log onto www.marketplace.delta.com to purchase anything from electronics to fashion to food and wine!

United Express CRJ200

Check out the new billboards located throughout the area.

Airport Contact Info

Airport Administration
231-798-4596, x-220
Airport Maintenance
231-798-4596, x-227

United Airlines
800-864-8331
Air Travel Marketing Consultant
231-798-4596, x-262

Open for Breakfast!

Beginning February 11, The Brownstone Restaurant will begin serving breakfast to accommodate our 10:25 am flight. Items on the menu will include breakfast fare such as cinnamon raisin French toast and an open faced breakfast sandwich with a five cheese sauce. Special sandwich options will also be available to eat in or take with you on your flight.

Their lunch and dinner menu will be changing to include new items such as Baked Pasta and Cheese, Pesto Shrimp Nachos, Italian Ham and Pepperoni Sandwich, and a Steak Salad with Balsamic Glazed Onions. Delicious homemade soups will be be offered daily.

New hours of operation will be Monday through Thursday 9:00 am till 8:00 pm, Friday 9:00 am till 10:00 pm, Saturday 3:00 pm till 10:00 pm, and Sunday 11:00 am till 5:00 pm.

The 40 person Lake Michigan Room and 8 person Mona Lake room are available at no charge with a minimum food purchase. What a great location for your next business meeting or banquet. Phone (231) 798-2273 for reservations.

Log onto www.muskegonairport.com to see the The Brownstone's daily specials. Parking is always free and a special take-out space directly in front of the terminal is available.

The Brownstone Restaurant is a proud member of The Lakeshore Restaurant Originals.

Be Independent. Eat Local.

Folks, you made this Soldier's day!
Passenger Comment - CC

Employee of the Quarter

Oct-Dec 09 ..... Sarah LaNore, NW/Delta
Jan-Mar 10 ..... John Seith, Brownstone